DECLARATION OF JAMES E. NIDES IN SUPPORT OF FRONTIER AIRLINES, INC.'S MOTION FOR SUMMARY JUDGMENT

holding this role, I was employed by Frontier as Chief Operating Officer. I held that position at Frontier from January, 2017 through April 8, 2019. Despite the change in job title, my job duties at Frontier have remained substantially the same. In my roles at Frontier, my job duties include: designing and implementing business strategies and company policies and procedures; setting goals for performance and growth; overseeing daily operations of Frontier; evaluating company performance; and overseeing executive teams.

- 3. I have personal knowledge of the facts contained in this declaration. I can competently testify to these facts if called as a witness in these proceedings.
- 4. This declaration is submitted in support of Frontier's motion for summary judgment, filed concurrently herewith.
- 5. In my job duties at Frontier, I am familiar with the federal aviation laws and regulations to which Frontier's operations must adhere.
- 6. The United States Federal Aviation Administration ("FAA") mandates that aircraft be both registered and certified as airworthy. *See* 14 C.F.R. § 121.153.
- 7. Aircraft manufacturers must obtain a type certificate from the FAA, which certifies that an aircraft performs properly and meets the safety standards defined in the FAA's regulations. *See* 49 U.S.C. § 44704(a); 14 C.F.R. § 21.31.
- 8. To operate the aircraft, air carriers must also receive an airworthiness certificate, which certifies that the aircraft conforms to its type certificate and is in condition for safe operation. *See* 49 U.S.C. § 44704(d); 14 C.F.R. § 125.91.
- 9. All of the aircraft operated by Frontier have been certified as airworthy by the FAA. Frontier would not operate aircraft in violation of FAA requirements that all aircraft be certified as airworthy.
- 10. The FAA also regulates the scope and content of air carrier maintenance programs. See 14 C.F.R. §§ 43, 119, 121 and 135, et seq. Frontier operates its maintenance program in accordance with FAA regulations.
 - 11. At all relevant times, the Airbus aircraft that operated flight no. 1630

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on or about June 3, 2017 was certified as airworthy by the FAA and was maintained and inspected in accordance with the FAA's requirements for safe operation of aircraft.

- 12. In the course of my responsibilities at Frontier, I have reviewed Frontier's records relating to the subject incident, which involved detection of an odor on flight no. 1630 on or about June 3, 2017. According to Frontier's records, the pilots of flight 1630 requested, out of an abundance of caution, to land the aircraft in Phoenix due to an unknown odor.
- 13. When such an incident occurs, Frontier maintains records in the regular course of its business relating to any suspected defects that are reported with respect to the fleet of aircraft it operates. Attached hereto as Exhibit A is a true and correct copy of Frontier's defect reports for the subject aircraft, from March through July, 2017. The report regarding the subject incident is reflected in row 121 of Exhibit A.
- 14. In accordance with applicable procedures, when the aircraft landed in Phoenix, it was inspected in accordance with FAA regulations by a technician in Frontier's FAA-certified maintenance program. See Declaration of Henry Villareal.
- 15. As evidenced by Exhibit A, the inspection of the aircraft revealed no problems or issues with the aircraft and, accordingly, no repairs to the aircraft were made. Exhibit A also reflects that, in the four weeks following the incident, the subject aircraft was tracked and there were no reports of any unknown odors detected.
- 16. In its regular course of business, Frontier also maintains records relating to passenger communications with our customer relations department. Attached hereto as Exhibit B is a true and correct copy of correspondence between

Frontier's customer relations department and plaintiff Andrea Ridgell, which informed her that there were no problems with the aircraft.¹

- 17. In relation to the allegations that plaintiff has made against Frontier, it is also relevant to note that Frontier is not aware of any crew member or passenger from flight no. 1630 having been diagnosed with any injury or illness as a result of the odor detected during the flight.
- 18. In relation to the allegations that plaintiff has made against Frontier, it is also relevant to note that Frontier did not manufacture, distribute or act as a retailer of the subject aircraft. In that regard, Frontier does not design, manufacture, assemble, sell, or distribute any aircraft. Neither does it represent, promote, or market aircraft.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct. Executed on May 17, 2019, at Denver, Colorado.

JAMES E. NIDES

Of note, plaintiff sought a refund from Frontier due to the diversion, but Frontier's customer service department responded in accordance with Frontier's Contract of Carriage, which provides no basis for a refund in the event that a ticket has been fully used and the passenger has been transported from the point of origin to the destination.

Exhibit A

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	9	Resolution Description	INSTALLED PRV P/N 70646A010001, S/N 70646-00424 IN REF TO AMM 36-11-52-400-804-A	INSTALLED REGISTRATION AS DIRECTED BY EA# 40- 11T-31914	ROUTED TO LAB RESULTS TO BE ROUTED TO FDA VIA RRONTER ENGINEERING TO OBTAIN GERTIFICATEON FRONTER ENGINEERING TO OBTAIN GERTIFICATEON FRANTATION (TO) TERMINATE) (TD) TERMINATE) (TD) TERMINATE) FERMINATE) AL & ADECINIE FOR THE PROBLEM OF THE PROB	INDUCTION EO N2-25EO-33403. #1 & #2 ENGUNE FAN COWIL LATCHES VERIFIED CLOSED AND SECURE. LANDING GEAR SAFETY DEVICES AND PITOT/STATIC	COVERS REMOVED. EO A2:25EO:32881 REV H. A320 FRONTIER ACRO SEAT	INSTALLATION AND CABIN RE-CONFIGURATION HAS BEEN ACCOMPLISHED. EO N2-25EO-33403 REV D. A320 NEO AIRCRAFT	INDUCTION MODIFICATION FOR NEW DELIEVERIES HAS BEEN COMPLIED WITH. ACCOMPLISHED ON DEMOCINION ASSEMENTS.	ACCOMPLISHED ON TEMPORANT ASSISTANCE OF ELT HEX CODE SIN MATCHES THE ACC. HEX DECIMAL CODE IS AS FOLLOWS 6499034CDA41. PEFFORMED LAND GATHIN TEST JAWA RAZZO AMM 22-97.	W-70-001. OP'S CHECKED GOOD CALIIIB STATUS RETAINED.	FRONTIER WO 304557 AND PEMCO VISIT 1436 HAS BEEN COMPLIED WITH.	ACCOMPLISHED PERIODIC CHECK PER TASK CARD FFT-M05100-M01 DECET EACH 40 20 00 00 00 00 00 00 00 00 00 00 00 00	AES BITE TEST OK. REF. AMM 22-96-00-710-001. PERFORMED LAND CATIII CAPABILITY TEST . TEST OK. REF. AMM 22-97-00-710-001. STATUS.	REFERENCE ITEM 1 ABOVE, FACE STEPLACED. PERFORMED LAND CAT'II TEST REFT O 22-97-03-70- 001-A JOB CARD. OPS CHECK GOOD. THIS CLEARS MEK 028-00A, CONTROL # 173800 FROM LOGPAGE 1032065. AIRCRAFT UPGRADED TO CAT IIBS STATUS.	REF MDDR 1128006 FOR FAC 2 FAULT. R&R FAC 2 (1CC2), REF AMM 22-66-34 PB 401, OPS CHECK GOOD. SEE ITEM 2 THIS LOGPAGE 1032091 FOR LAND CAT IIIB STATUS.	INSTALL REGISTRATION CLEARS TDI #1127909. AC REGISTRATION HAS BEEN UPDATED PER EA#A0-	11T-31914. CW PERIODIC CHECK.	ACCOMPLISHED SERVICE CHECK PER T/C FFT-D05100- D0-1 CWY PERIDIC CHECK
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G COMPLIED WITH BERIODIC CHECK IAW FET-MOS 00-MO	1. PERFORMED SIDS RESET IN JAW AMM 23-73-00-740-	005B.TESTOK OK FOR SVC RELAMPED, OPS GOOD AS REQUIRED. CW 3 DAY SERVICE CHECK PER TASK CARD FF	D05100-D0-1. REMOVED MLG & DOOR SAFETY LOCKS. REF MEI 25-22-018 CNTRI #1128805 INNIAMMED AND			R/R SIGN INFO IAW AMM 23-73-63 PB 401 OPS CHECK GOOD MEL CLEARED PLACARD REMOVED	WITH GMM 15.01 DEDECTOR OF COLUMN ACCOUNTS OF THE COLUMN ACCOUNTS O	PERTODIC CHECK CW PER TASK CARD ETT-MOSTOR-MA	REF MEI 33-20-028 T/S FASTEN SEAT BEIT SIGN	TSM. SUSPECT RELATED PISA. NO PARTS TO CONTINUE TS. IEM REAMINS. REF MEL 33-20-01A T'S REAMING LIGHT FWD FA PER TSM. 33-20-00 PER OIL RELAMPED NO HELP. MEXT STEP TSM. 33-20-00 PER OIL RELAMPED NO HELP. MEXT STEP TO REPR ACE PISA. NO PARTS AT THIS TIME MEI	REMAINS. COMPILED WITH SERVICE CHECK IN ACCORDANCE	WITH GIALD WITH DEPOINT CHECK INW. EET MOSTOO MO	COMPLIED WITH PERIODIC CHECK IAW TTT-WIG	PERFORMED OPS CHECK PER AMM 73-25-34-710-805A OPS CHECK GOOD MEL CLEARED PLACARDS REMOVED REMOVED MIG DOOR GROI IND LOCK SLEEVES LAW	FRONTIER T/C 321000-02-1 SERVICED O2 FWD BOTTLE TO 1680PSIAND AFT	BOTTLE T0 1670PSI IAW AMM 35-11-41PB401AND AMM 12-35-10-600-001 LEAK CHECK GOOD TQ WRENCH S/N	0511023722 DUE 6/28/17 C/W PERIODIC CHECK PER F9 TASK CARD FFT-M05100	M0-1 ON W/O # 311040 PERIODIC CHECK CWV IAW FFT-M05100-M0-1 CW SERVICE CK CW BITE TEST OF SMOKE DETECT SYS IAW AMM 28-10	00-740-801-A REF MEL 26-00-00B CTRL 1128687 NO FAULTS DETECTED THIS CLEARS MEL AND PLACARD	REMOVED. ACCOMPLISHED PERIOIDC CHECK IAW T/C FFT-M05100	ADUSTED F/A JUMPSEAT HARNESS AS REQUIRED. ATTHIS TIME	LANDING GEAR SAFETY DEVICES REMOVED COMPLIED WITH SERVICE CHECK IN ACCORDANCE	WITH GMM 15.01 CW PERIODIC CHECK	MLG PINS KEMOVED CW PERIODIC CK PROFILED CK CONTROL	PERFORMED OFERALION OF LAV SMORE DELISTS LAW AMM 26-17-06-70-0014 OK COMPILED WITH PERIODIC CHECK LAW FET-MOSTODAMO	1. UG LOCKS REMOVED AND STOWED	WITH GRM 150 NOT SERVICE CHECK IN ACCORDANCE	COMPLIED WITH PERIODIC CHECK IAW FFI-WOSTOC-MO	CW BIRD STRIKE PER AMM 05-51-14 NO DAMAGE NOTED
Ŀ	PERIODIC CHECK REQUIRED SEATBELT AND NO SMOKING SIGN IN FWD GALLEY	DOES NOT ILLUMINATE. STBY COMPASS LIGHT INOP.	3DAY SERVICE CHECK DUE. INSTALLED MLG & DOOR SAFETY LOCKS.		BEATBELT AND SMOKING SIGNS INOP INSIDE CRB PAREL (CABIN LT SYS) (CABIN LT SYS) (CABIN LT SYS) (CABIN LT SYS) SEATBELT NO SMOKINGS SIGN INOP IN COB PAREL (PAX INCO LIGHTED SIGNS) (PAX INCO LIGHTED	PAXINFO LIGHTED SIGNS) (PAX INFO LIGHTED SIGNS)	SERVICE CHECK DUE	COFFEE POT NOT BREWING	PERIODIC CHECK ASSIGNED	VBM	VBM	SERVICE CHECK DUE	PERIODIC CHECK REQUIRED	CLASS II ENG 1 EIU (FAULT IND ENG EIU) (FAULT IND ENG EIU) (FAULT IND ENG EIU)	INSTALLED MLG DOOR GROUND LOCK SLEEVES		CREW OZ REG SERVICING	PERIODIC CHECK DUE PERIODIC CHECK DUE SERVICE CK REQ	CLASS II SMOKE (FAULTS IND SMOKE) (FAULTS IND	SWICKE)	END FA IIMPSEATSHOILDER HARNESS IAMMED	LANDING GEAR SAFETY DEVICES INSTALLED	SERVICE CHECK DUE PERIODIC CHECK DUE	MLG PINS INSTALLED PERIODIC CK DUE	MOMENTARY ECAM SMOKE LAV SMOKE.	PERIODIC CHECK REQUIRED L/G LOCKS INSTALLED	SERVICE CHECK DUE	PERIODIC CHECK REQUIRED	FOUND BIRD GUTS ON RT GEAR DOOR
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9	REMOVED AND REPLACED NIG 1H TRE WHEELASSY WAY AMM 3241-12 PB 401. MCC NOTFIED THE PRESSHE GALGE SNI MK1801. DUE 9.5EP 17 TW TICORG CAL DUE: 646X18 REMOVED AND REPLACED NIG THE WHEEL ASSY IAW AMM 3241-12 PB 401. MCC NOTFIED THE PRESSURE	GAUGE S/N NK1804 DUE 9 SEP 17 TW TICBOS CAL DUE; 04/05/18 REF MDDR 1128865 FOR CVR. CVR OPS CHECK GOOD. ACOUSTIC FEEDBACK ATP DVSH OF TEST BUTTON IS		CW FR REF MEL 80-11-01A PER AMM 80-11-00-04-804-A AC OK TO CONTRING ACCOMEN DEPONDE CHECK IAM TO EET MAGGAMA	1 NSTALLED ARMREST COVER AS REQ DESET SEQUENCY AND	NOTED: MLG PINS REMOVED	UPLCADED NAV DATABASE F181/08001 PEKT 1 ASK GARD FFT T722G-T0-1-0 -1-0 COMBITED WITH PERIODIC CHECK IAW FFT MOMOROOMO	1. DEBIODIC CHECK CAN DED TACK CADD BET MOSTONAMO	COMBINED WITH SEBVICE CHECK IN ACCORDANCE	COMPLEE WITH SERVICE CHECK IN ACCORDANCE WITH GMM 15.01 COMPLEE WITH SERVICE CHECK IN ACCORDANCE WITH GMM 15.01 CHECK INW EET AMERICANO	1.	PERFORMED #1 ENG MINIMUM IDLE LEAK CHECK REF AMM 72-29-00-740-803. NONE NOTED AT THIS TIME ATTRICATED AT THIS TIME	PERFORMED #Z ENG MINIMOMIDEE LEARN CHECKY AMM 73-29-00-740-803. NONE NOTED AT THIS TIME CAN SERVICE CHECK	REMOVED GROUND SAFTY LOCKS AS REQUIRED RE-SECURED FAND PIT BLOW QUIT PANEL PER AMM 25.	PERIODIC CHECK CW IAW FFT-M05100-M0-1	OPS CHECK GOOD IAW AMM 52-51-00710-002-A. OK FOR SERVICE.	LANDING GEAR SAFETY DEVICES REMOVED CW PERIODIC CHK, REF CARD# FFT-MO5100-M0-1	COMPLIED WITH PERIODIC CHECK IAW FFT-M05100-M0 1.	COMPLIED WITH SERVICE CHECK IN ACCORDANCE WITH GMM 15.01	RE-SECURED I CAS MODE SELECTOR RNOB AS REQUED OF SOME SOME COMPLET WITH PERIODIC CHECK IAW FET MOMORANO	1.	CLEARED MDDR# 1129172 INSTALLER CERT OF SANITATION AS REQUIRED COLOR OF THE MARKET BEFORE CHIESCAME FOR MARKET MARKET BEFORE CHIESCAME FOR CHIESCAME FOR THE FOR MARKET BEFORE CHIESCAME FOR CHIESCAME FOR THE FOR	COMPLIED WITH PERIODIC CHECK IAW FFI - WG	COMPLIED WITH SERVICE CHECK IN ACCORDANCE WITH GMM 15.01			NO I RIGGER CODES PRODOCED IN THE DMUJFPIND REF AMM 31-37-00-200-001-4 NO RECORD IN AIDS STORED REPORTS OK TO CONTINUE RAN #1 AND #2 ENGINESWITH PACKS RAN APIT WITH	
L	LEFT NLG TIRE WTL	RIGHT NLG TIRE WTL	CVR TEST PRODUCED LOUD FEEDBACK (CVR) (CVR) (CVR) PERIODIC CHECK DUE	EF LOG PAGE 106883 #1, MEL 80-11-07A FK REQUIRED FOR #2 ENGINE START VALVE	PERIODIC CHECK DUE. SEAT 13C MISSING ARMREST COVER	FCTL SPLR FAULT #1 MLG PINS INSTALLED	VBM	PERIODIC CHECK REQUIRED	PERIODIC CHECK ASSIGNED.	SERVICE CHECK DUE	REQUIRED	#1 ENGINE REQUIRES MINIMUM IDLE LEAK CHECK	#2 ENGINE REQUIRED MINIMUM IDLE LEAK CHECK! SERVICE CHECK REQUIRED	INSTALLED GROUND SAFTY LOCKS	FWD PIT - PANNEL UNSECURE ACFT DUE PERIODIC CHECK	COCKPIT DOOR *OPEN' LIGHT DOES NOT COME ON WHEN COCKPIT DOOR OPENS	DANDING GEAR SAFELY DEVICES INSTALLED FOR MAINTENANCE PERIODIC CHK DUE.	PERIODIC CHECK REQUIRED	SERVICE CHECK DUE	ICAS MODE SELECTOR KNOB COMES OFF WHEN USED	PERIODIC CHECK REQUIRED MISSING CERTIFICATE OF SANITATION ABOVE R1	DOOR (PLACARDS MARKINGS DECALS) (PLACARDS MARKINGS DECALS)	PERIODIC CHECK REQUIRED	SERVICE CHECK DUE	FWD GALLEY COFFEE POT NOT BREWING	PB 401 OP'S CK'S OK	LANDED 10,000 LBS OVERWEIGHT	FA REPORTED SULFUR, PROPANE SMELL IN CABIN FOLLOWED BY BURNING ITCHING EYES AND THROAT THE SMELL WAS FOLLOWED BY SOME HAZE IN CABIN. M.G PINSI NISTALLED
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c		CW Elways-das Works Koope, to Defectors NoteDe Reswhed On Wio. 313072 Taskardi NR-00001) REF MELT 740-000 COTEM 112026 DO PS. 1066102 PERFORMED EIA 18ITE TEST PER AMM 7242-54 PB 591. FOUND NOF AMJ. S. MESSAGE NOT IN SYSTEM. OX	PERIODIC CHECK CW/ IAW FFT-M05100-M0-1.	REQUIRED STOWED MICE GROUND LOCK SLEEVES AS REQUIRED TO THE WAY OF THE # 4440066 1 OF DO 1008400	REF MEL 71-00-000 CHR.# 112920 LOG FG, 1000 102 PERFORMED EIA 1 BITE TEST PER AMM 73-25-34 PB 501. FOUND NO FAULTS. MESSAGE NOT IN SYSTEM. OK	FOR SERVICE, I HIS CLEAKS MEL ACCOMPLISHED ENG1, ENG2 MINIMUM IDLE LEAK	CHECK IAW AMM 71-00-00-710-006 PERFORMED OPS TEST OF THE ILS IAW AMM 34-36-00-	710-003-A, NO FAULTS NOTED, A/C OK TO CONTINUE.	AMM 22-978-00-710-001 AFS822-97-00-710-001 PERFORMED AFS AND LAND VERIEY TEST BOTH TERT PASSED ACL POGRADED TO TO CAT 3-B REMOVED MEL 02-60-014 PLACARD 11:28272	COMPLIED WITH PERIODIC CHECK IAW FFT-M05/100-M0	RESECURED ANTENNNA ON PORTABLE ELT IAW AMM 25-65-32-400-001A	PERFORMED OPERATIONAL CHECK OF THE AC GEN SYS AND GAPCU IAW AMM 2441-00-740-002-B. TEST PASSED OPS CHECK GOOD. MX MSG CLEARED. THIS CLEARS MEL CITEL 1129295.	C W PERIODIC CHECK SERVICED #1 ENG WITH OIL IAW AMM 12-13-79PB301	CONF 03 3 QTS ADDED R/RFD #1 MI G TIRE MMI REF 33-41-11 PB 401 T/W	F9TAB 1768C, 04-18 B/R*ED #2 MI G TIRE MMI REF 32-41-11 PR 401 T/W	F9TED 7:8 MI C TIDE MAM DEE 20.41.14 DB 404 TAW	F9TAB 1768C, 04-04 Python 44 Mill C TIDE MAN DEE 30-44-14 DB 404 TAV	F97AB1768 04-18	TW ED #3 MLG BRAKE ASST WWI RET SZ*#Z*Z FB #31 TW ED12/TC G6/Z F BB AZ F ASSC MAM BEE 33 43 37 BB 404	TW F9T0217C 06-17 CW 3-DAY SERVICE	TW F910217C 06-17	COMPLIED WITH PERIODIC CHECK IAW FFI-MOSTOC-MO 1.	ANTENNAS. RAZ SYSTEM IS GOOD. REF AMM 3442-00-740-02-A	ACCOMPLISHED PERIODIC CHECK PER T/C FFT-M0510 M0-1	REF MDDR#1129362 REPLACED FWD SPARE LIFE VEST AS MAINT REQ PLACARD REMOVED COMPLIED WITH SERVICE CHECK IN ACCORDANCE	WITH GMM 1501 COMPLED WITH SERVICE CHECK IN ACCORDANCE WITH GMM 15.01 REMOVED MIG GND ILKS MAINT REQ COV PERIODIC CHECK	RESEL CIDS 1: OPS CHECK GOOD: REF AMM 23-73-00 740-005-A.	THESE I CLOS Z. OF S CHECK GOOD. RET AWIN 23-7-3-00 740-0050-010-010-010-010-010-010-010-010-0	WITH GMM 15.01	OFLOADED NAV DARABASE SIN F 1817/0/001 FER FF1- T22210-T0-4-1	CM-1 EXIODIC CHECK PER FFT-M05100-M0-1.	FREED UP/ON ANGLED FA JOMPSEAT C. SEAT BELL AS REQURED PER AMM 25-2241-400-002-A. OPS CHECK GOOD AT THIS TIME. A/C OK TO CONTINUE. PERFORMED IDIE, LEAK CK TO # 1 ENG. REF AMM, 71-	.00-00-710-815-A, NO LEAKS NOTED PER TASK CARD AC 72EO-33779. CAN SEPVICE CK	PERFORMED IDIE LEAK CK TO # 2 ENG. PER TASK CARD # AC-72EO-3379 REF. AMM. 71-00-00-710-006 AND	AWM. T-02-02-7 10-813-94, NO LEARS INCLED COMPLIED WITH PERIODIC CHECK IAW FFT-M05100-M0 1.	COMPLIED WITH SERVICE CHECK IN ACCORDANCE WITH GMM 15.01 TIRE GUAGE S/N JC2225, CALDUE 99/20/17
Ŀ	INSPECT ODMS/SCAVENGE PLUG, REF. TECH SERV.	WORK SCOPE. O ASSITENCE FEIL FEALT INDENCE EILV FEALT IND	ENG EIU) (FAULT IND ENG EIU) PERIODIC CHECK DUE	INSTALLED MLG GROUND LOCK SLEEVES			IDLE LEAK CHECK	NAV ILS TUNING DISAGREE ECAM. CAT II INOP**SEF TS TAB RECLASSIED MELON IP	1068117 TEM TO MEL 02-80-315, CONTROL NUMBER AND DD REMAIN THE SAME (CAT IIIA PROHIBITED) (CAT IIIA PROHIBITED) (CAT IIII PROHIBITED) (CAT IIII PROHIBITED) (CAT	PERIODIC CHECK REQUIRED	ELT ANTENNA NOT SECURED.	CLASS II AC GEN (FAULT INDGPCUGEN) (FAULT INDGPCUGEN) (FAULT INDGPCUGEN)		#1 ENG BELOW MIN OIL QTY FOR EST FLIGHT	#1 MLG TIRE W.T.L	#2 MLG TIRE W.T.L	#3 MLG TIRE W.T.L.	#4 MLG TIRE W.T.L.	#3 MLG BRAKE HAS DAMAGE ON BRAKE DISC	#1 MLG BRAKE HAS DAMAGE ON BRAKE DISC 3-DAY SERVICE DUE	#4 MLG BRAKE HAS HEAT DAMAGE ON ROTORS AND DISC.	PERIODIC CHECK REQUIRED	RA 2 FAULT	AIRCRAFT REQUIRES A PERIODIC CHECK	FWD SPAR LIFE VEST QT 1 NEEDS 3 (SPARE PAX LIFE VESTS) (SPARE PAX LIFE VESTS) (SPARE PAX LIFE VESTS)	SERVICE CHECK DUE INSTALLED MILG GND LKS PERIODIC CHECK REQUIRED	CLASS II MX MESSAGE: CIDS1	CLASS II MX MESSAGE: CIDS 2	SERVICE CHECK DUE	NAV DATA UPLOAD DUE	PERIODIC CHECK DUE PERIODIC CHECK DUE	F/A JUMPSEAT *C* SEAT BELT STUCK	# 1 ENG. REQUIRES IDLE LEAK CK PER WORK CARD AC 72EO-33779-TASK SERVICE CK DIE	#2 ENG. REQUIRES IDLE LEAK CK PER TASK CARD #	PERIODIC CHECK REQUIRED	3 DAY SERVICE CHECK REQUIRED
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g	REPLACED CERTIFICATE OF REGISTRATION PER EA#	AO-11T-31914.	ALL STEPS CW	CLEANNED ALL THREE LAV SMOKE DET. FILTERS	FAULT CLEARD REF. AMM 21-23-00-600-001	ACCOMPLISHED PERIODIC CHECK IAW T/C FFT-M0510/	M0-1	REMOVVED MLG DOORR GROUND LOCKS	REMOVED MLG GROUND LOCKS	FOUND TO BE WITHIN LIMITS PER AMM 72-21-00 PB601	A BOOD A FT OK EOD SAC
4		AIRCRAFT REQ'S REPLACEMENT OF CERTIFICATION	REISTRATION		CLASS 2 MESSAGE: MAINTENANCE CIDS 1		AIRCRAFT REQUIRES PERIODIC CHECK	INSTALLED MLG DOOR GROUND LOCKS	INSTALLED MLG DOOR GROUND LOCKS		DILICAT A CLOSED 309 72 SLONGITIONAL CRACKS ON EAN CASING
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Exhibit B

Frontier Airlines: Experience onboard

Discussion Thread

Response 06/07/2017 10:41 PM

Dear Andrea,

Thank you for letting me know about your flight from Los Angeles to Orlando on June 2, 2017. I am sorry about the diversion.

Our Apologies

I understand you're flying with us because you have somewhere to be. That's a reasonable expectation! I'm sorry to hear that there was an emergency on your flight. I understand that there is concern over the matter. Safety is our priority which is why the landing was necessary. There was a maintenance issue that needed to be dealt with. After our maintenance looked at the plane they discovered nothing wrong with it.

Refund

Respectfully, we are unable to provide you with a refund. Although the original flight was diverted, we did provide hotel accommodations and covered it with an extra flight.

We Care About You

It's important for us to keep good relationships with customers like you. In an effort to prove we can do better, you were issued a \$200 voucher (30473558277100001) to use as a discount on a future Frontier flight. Your voucher expires on September 1, 2017, but you do not have to travel within this time frame. Travel just has to be reserved before the expiration date. Further voucher redemption details are below.

Come Back Soon

I apologize again for your past experience, and I highly encourage you to give us the chance to impress you on your next flight. I'm confident your next experience with us will be a good one!

Regards,

Ronald

Customer Relations Specialist

Frontier Airlines

PS. We want your feedback! Fill out our survey and be entered to win 2 FREE round-trip tickets on Frontier airlines valued at \$400. Click the link to take the survey: https://www.surveymonkey.com/r/J25VSBQ

*One winner will be selected and notified by email each month. Please provide your name and email address at the end of the survey if you would like to be entered to win.

Just follow these simple steps to redeem your voucher:

- 1. Visit www.flyfrontier.com and select your flight.
- 2. On the payment screen, select Have a Voucher from Frontier? Add Voucher Here, enter your voucher number in the field provided, and select Apply Voucher.
- It's not redeemable for cash.
- It must be booked within 90 days from date of issue.
 - Note: There are no restrictions on travel date.
- It's one-time use, meaning there will be no remaining value after redemption.
- It may not cover the entire value of the purchase. Any remaining balance due must be paid by the customer.
- It's not transferable and may only be redeemed in the name of the passenger to whom it was issued.
- The name on the new reservation must match the old reservation exactly.
- It may not be applied toward group bookings or paid options such as baggage, change fees, seat assignments, or other charges.

Note 06/07/2017 09:37 PM

There was a mention of a lawsuit over smell/chemical being released from the plane during emergency landing

Customer ((RES) Joan Sta. Ana)

Your concerns have been forwarded to a Customer Relations specialist for handling in the order received.

Note ((RES) Joan Sta. Ana) 06/07/2017 09:00 PM

8056377133 BB18NN

andrea ci abt her flts last 02Junem, due to emergency/ pax wants someone to call her, to explain what happened on the flt, what they were exposed to, since pax experience burning on her eyes during the flt, as well as for other pax/ pax wants to have more than what

06/07/2017 09:00 PM

she given which is the \$200 VO/ first pax wants to have a refund on her ticket, and wants additional compensation/ adv that we wont be able to answer her questions regarding on what happened on the flt, why there's a emergency landing, what they were exposed to/ as per pax, she's working with some people, for a legal/ possible DOT trigger, was adv to connect call over to a sup, as per coach.

hd//notes

andrea ci want to file a complaint about the flt last june 2nd//the plane did a emergency landing due to mechanical issue//there was a bad smell comming out from the cabin//pax insist that they need to come out of the plane but need to be by group of 10//pax said that no one provide food or water//no one update the passengers what was going on or what happen to the flt//pax dont want the \$200 VO and asking for a rfnd for the boarded flt//adv that reservation cannot process any rfnd for boarded flt//pax start mention about lawsuit//adv that i will forward the concern to CR//adv that she will receive an email confirmation within 48 hrs//adv CR office hours//pax ok//eoc//ggali006//bgo

Primary Contact

First Name: Andrea Last Name: Ridgell

Organization:

Login: Title:

Contact Type:

Email: andrea@glopandglam.com

Email - Alternate #1: Email - Alternate #2:

Office Phone: Mobile Phone:

Fax:

Assistant Phone: Home Phone:

Street City

State/Province
Postal Code

Country US

Additional Information

Flight Number: 1630 Departure City: LAX Destination City:MCO

Received Type: QUE - CR_RSP (CR response needed)

Station: MARKETING/PRICING/POLICY/Revenue Mgmnt

Verbatim

Pax is requesting a refund due to emergency landing and smell on the plane.

Resolution

06/07/2017 Ronald: Apologized and informed pax of refund policy.

PROOF OF SERVICE 1 STATE OF CALIFORNIA 2 COUNTY OF SAN FRANCISCO 3 4 I am a employed in the County of San Francisco, State of California, I am over 5 the age of eighteen years, and not a party to the within action. My business address is 6 101 Second Street, 24th Floor, San Francisco, California 94105. 7 On May 20, 2019, I served the document(s) described as: DECLARATION OF JAMES E. NIDES IN SUPPORT OF FRONTIER AIRLINES 8 INC.'S MOTION FOR SUMMARY JUDGMENT 9 on the parties in this action addressed as follows: 10 SEE ATTACHED SERVICE LIST 11 in the following manner: 12 (BY FAX): by transmitting via facsimile the document(s) listed above to the fax number(s) set forth below, or as stated on the attached service list, on this 13 date before 5:00 p.m. 14 (BY MAIL): as follows: I am "readily familiar" with the firm's practice of collection and processing correspondence for mailing. Under that practice it would be deposited with the U.S. Postal Service on that same day with postage thereon fully prepaid at San Francisco, California in the ordinary course of business. I am aware that on motion of the party served, service is presumed invalid if postal cancellation data or postage mater data is more than one day. П 15 16 invalid if postal cancellation date or postage meter date is more than one day 17 after the date of deposit for mailing in affidavit. 18 (BY OVERNIGHT DELIVERY): I caused such envelope(s) to be delivered to an overnight delivery carrier with delivery fees provided for, addressed to the person(s) on whom it is to be served. 19 (BY PERSONAL SERVICE): I caused such envelope(s) to be delivered by 20 hand this date to the offices of the addressee(s). (BY CM/ECF): by electronic filing system with the clerk of the Court which 21 × will send a Notice of Electronic Filing to all parties with an e-mail address of record, who have filed a Notice of Consent to Electronic Service in this action: 22 23 I declare I am employed in the office of a member of the bar of this court at 24 whose direction the service was made. 25 Executed on May 20, 2019, at San Francisco, California. 26 27 28

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